



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗୀର
GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: grfwesco.bgr@rediffmail.com / Grf.bolangir@tpwesternodisha.com

Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ **472 (5)**

Dated, the **15th July'2026**

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/280/2026																											
2	Complainant/s	Name & Address Sri Samanta Bag, For Smt. Pinki Bag, At-Sindhijor, Po-Bandhapada, Via-Deogaon, Dist-Bolangir		Consumer No 911524063374	Contact No. 7894778218																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.06.2026																											
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				1. Agreement/Termination	2. Billing Disputes	√	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		7. Interruptions	8. Metering		9. New Connection	10. Quality of Supply & GSOP		11. Security Deposit / Interest	12. Shifting of Service Connection & equipments		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		15. Others (Specify) –		
1. Agreement/Termination	2. Billing Disputes	√																											
3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load																												
5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer																												
7. Interruptions	8. Metering																												
9. New Connection	10. Quality of Supply & GSOP																												
11. Security Deposit / Interest	12. Shifting of Service Connection & equipments																												
13. Transfer of Consumer Ownership	14. Voltage Fluctuations																												
15. Others (Specify) –																													
6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause	3. OERC Conduct of Business) Regulations,2004; Clause	4. Odisha Grid Code (OGC) Regulation,2006; Clause	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause	6. Others																		
1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)																													
2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause																													
3. OERC Conduct of Business) Regulations,2004; Clause																													
4. Odisha Grid Code (OGC) Regulation,2006; Clause																													
5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause																													
6. Others																													
8	Date(s) of Hearing	03.06.2026																											
9	Date of Order	15.07.2026																											
10	Order in favour of	Complainant	√	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Budabahal

Appeared:

For the Complainant -Sri Samanta Bag
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/280/2026

Sri Samanta Bag,
For Smt. Pinki Bag,
At-Sandhijor, Po-Bandhapada,
Via-Deogaon, Dist-Bolangir
Con. No. 911524063374

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Tusura

OPPOSITE PARTY



ORDER
(Dt.15.07.2026)

During Camp Court hearing at Budabahal PSS on 03rd Jun. 2026, the representative of the consumer Shri Samanta Bag was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Samanta Bag who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed that he has not availed power supply till date against that said connection but the OP has raised false bill in his name. The complainant was appealed before the Forum for withdrawal of all bills pending in his name. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 03.06.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The complainant represented that he has been served with false bills from Jul-2020 to till date where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 19,712.64p upto May-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the

MEMBER (Fin)

PRESIDENT



consumer is a LT-Domestic consumer availing power supply since Jul-2020. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven day time may be allowed to make field verification.

Considering the above, the OP requested before the Forum to allow 7 day time to submit the physical verification report.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP was undertaken to submit a detailed report within 7 days before the Forum. They have inspected the premises on 11th Jun. 2026 and submitted the report before the Forum on 04th Jul. 2026 and certified that the consumer has not availed power supply from the beginning to till date. The PVR made by OP dated 11th Jun. 2026 has taken into record. Also, they have certified that the consumer is availing power supply against cons. no. 9115-2406-0968 with meter no. TWB607215.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 08th Jul. 2020 and total outstanding upto May-2026 is ₹ 19,712.64p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, power supply to the consumer has been released on 08th Jul. 2020 but the consumer disputed that power supply to his premises has not been released till date. Against that, the OP was asked seven days time to verify the matter and will make field inspection. The OP inspected the premises on 11th Jun. 2026 and submitted the report before the Forum on 04th Jul. 2026 and certified that power supply to the complainant has not been released till date. The inspection report dated 11th Jun. 2026 submitted by SDO-Tusura has been taken into record. The Forum also observed that the consumer is availing power supply against cons. no. 9115-2406-0968 in the name of Shri Bansidhar Bag w.e.f. 14th May 2012 with a CD of 1.5 KW and total outstanding upto May-2026 is ₹ 32,998.61p. From the billing ledger, it is noticed that though it is recorded as the consumer has availed power supply since 08th Jul. 2020 but the 1st bill has generated on Jan.-2026 i.e. after 5 ½ year with provisional basis. Till date, there is no advancement of meter reading has been recorded.

From the above, it is clear evident that power supply has not been released till date against cons. no. 9115-2406-3374. Hence, all bills raised against the complainant needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

- 1. The energy bills raised to the consumer from 08th Jul. 2020 to till date must be withdrawn in total as power supply to the consumer has not been released and the cons. no. must be kept under PDC category.**
- 2. The OP is advised to take necessary step in line with OERC Regulation for recovery of arrear pending against cons. no. 9115-2406-0968.**

Case is disposed off accordingly.


MEMBER (Fin.)


PRESIDENT



Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Samanta Bag, At-Sadhijor, Po-Bandhapada, Via-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"If the Complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."